

**Department of Human Services**  
**Work Support Strategies Advisory Group Meeting**  
Meeting Minutes

*December 2, 2013*

*Present:* Director Powell, DHS  
Corinne Russo, DHS  
Deb Buffi, DHS  
Rachel Goldstein, Public Consulting Group  
Linda Katz, Economic Progress Institute  
Stephanie Geller, Kids Count RI  
Christina Amadeo, United Way 211  
Maria Cimini, URI Outreach  
Kathy Gorman, URI Outreach  
Channavy Chhay, Center for South East Asians  
Xong Yang, Center for South East Asians  
Jeanne Gattegno, West Bay Community Action  
Paula McFarland, RICAA  
Lissa Dimauro, DHS  
Maria Volpe, DHS  
Christine Ruggieri, DHS

*Next meeting:* February 3, 2014 9:00 – 11:00 AM

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**I. Announcements**

- Thank you for attending our last Advisory Group meeting on September 9, 2013

**II. Discussion**

- Business Process Redesign
  - Completed the assessment phase in October
  - Site visits to DHS field offices
  - Interviews with central office staff
  - Stakeholder session with WSS Advisory Group
  - Design work will begin in the next four weeks
  - Discussed strengths and opportunities identified through the assessment phase
- Client Communication Materials
  - DHS is looking at the way it communicates with clients.
  - The goal of this effort is to proactively share information with clients *before* they apply, to help them navigate the process.
  - The target audience is clients applying for services online, with community partners, or in DHS field offices.
  - Message mediums will include online, lobby televisions, lobby displays.
- Child Care Technical Assistance
  - CCAP churning data remains consistent over time.
  - RI is receiving technical assistance through our WSS partners from the Urban Institute and the Center on Law and Social Policy (CLASP).

- The goal of the TA is identifying existing opportunities within the CCAP program and utilize best practices to improve client experience and ease workload for staff.
  - Initial priority-setting workshop in November 2011
  - Second priority-setting workshop in October 2013
- The anticipated results of the CCAP-focused work plan to implement best practices and opportunities, with support from CLASP (in development)
- The work plan is going to focus on policy, process, and technology. Goals include:
  - Streamline policies for clients and staff
  - Maximize program integrity, while decreasing duplicative paperwork required to process eligibility
  - Close the loop on procedural opportunities
  - Modify current internal processes to address common client needs
  - Leverage technology to share information and resources with clients
  - Utilize the unique opportunity to incorporate “wish list” into UHIP
- Data Review
  - Reviewed SNAP redetermination data
  - Provided explanation of what closing for “non-redetermination reasons” means
  - Provided update on SNAP Recertification Unit
  - Provided data on the unit’s staffing and office rollout and transition of cases from the field offices to the centralized unit.

### **III. Next Steps**

- Happy holidays and happy new year!
- The next meeting will be held on February 3, 2014 from 9:00 – 11:00 AM